

Medicaid: Emergency Management and Business Continuity Plan

According to the DHS/DCFS Contract, Part I. B. 5.,

EMERGENCY MANAGEMENT AND BUSINESS CONTINUITY PLAN: The Contractor shall use qualified personnel to perform all services in conformity with the requirements of this Contract and generally recognized standards. The Contractor's performance shall not be excused by force majeure. The Contractor shall identify the critical functions or processes of its business operations essential for providing the services required in this Contract. The Contractor shall also develop an emergency management and business continuity plan ("plan") that will allow the Contractor to continue to operate those critical functions or processes during or following short-term or long-term emergencies, periods of declared pandemic, or other disruptions of normal business. The plan shall address at least the following areas as they pertain to the services Contractor is providing:

- a. Evacuation procedures;*
- b. Temporary or alternate living arrangements, including arrangements for isolation or quarantine;*
- c. Maintenance, inspection, and replenishment of vital supplies, including food, water, clothing, first aid supplies, and other medical necessities, including client medications, and the supplies necessary for infection control or protection from hazardous materials, etc.;*
- d. Communications (with Contractor staff, appropriate governmental agencies, and clients' families);*
- e. Transportation;*
- f. Recovery and maintenance of client records; and*
- g. Policies and procedures that:*

- (1) ensure maintenance of required staffing ratios;*
- (2) address both leave for, and the recall of, Contractor's employees unable to work for extended periods due to illness during periods of declared pandemic; and*
- (3) ensure the timely discharge of the Contractor's financial obligations, including payroll. In addition, the Contractor represents that it provides at least annual training for its staff on its plan and it acknowledges that DHS may rely upon this and the other representations of the Contractor in this paragraph. The Contractor shall provide DHS/DCFS with a copy of its plan upon execution of this Contract. The Contractor shall evaluate its plan at least annually. Any modifications to the Contractor's plan shall be provided to DHS/DCFS within 15 days of the time the modifications are made.*